

CITY OF HAMILTON

CORPORATE SERVICES DEPARTMENT

(CUSTOMER SERVICE, ACCESS & EQUITY DIVISION - CUSTOMER CONTACT CENTRE – LOCATION - 330 WENTWORTH ST. N.)

SERVICE DELIVERY ANALYST- CUSTOMER CONTACT CENTRE

SUMMARY OF DUTIES

Reporting to the Manager, Customer Contact Centre, the Service Delivery Analyst CCC provides contact centre service delivery analysis and research, along with strategic and service delivery design advice, to support the planning, implementation and evaluation of the City's citizen-facing services provided by the Customer Contact Centre. The incumbent is responsible for designing and implementing performance measurement strategies and executive reporting on performance of call handling initiatives, as well as gap analysis and recommendations. Performance analysis includes quantitative measures related to the usage, accessibility, service quality, service level agreements and cost-effectiveness for both, telephone and email service delivery channels at the Customer Contact Centre, and within the organization. The incumbent contributes analysis to corporate service delivery initiatives, and supports the development of the City's policies impacting citizen-facing services.

GENERAL DUTIES

Provide in-depth analysis and interpretation of data for services provided by the Customer Contact Centre including both call handling and email channels.

Develop analytical tools to monitor the performance and quality of corporate call handling service delivery for the Customer Contact Centre and departmental business areas.

Research, develop and recommend short/long term call handling service delivery strategies in accordance with City strategic directions, guidelines and legislative program requirements.

Provide confidential support to Service Delivery initiatives that create and monitor service delivery channel performance, reduce costs, and provide improved service to citizens.

Make recommendations for improvements to call handling and email services, including, required organizational changes, staff resources and skill requirements.

Work with multiple data sources including; call metrics, workforce management, quality management, email, financial, telephony, CRM etc. to analyze performance of service delivery efforts for call handling.

Monitor, score and coach for quality service delivery using the corporate call quality program.

Create, review and design measurement strategies for Key Performance Indicators development and reporting. Identify and present measurement trends and show how to strategically use these trends to plan and evaluate service improvements for the Customer Contact Centre and inform other City of Hamilton service channels and service delivery.

Assess return on investment and cost benefit analysis of call handling service channel strategies and other service delivery initiatives.

Co-ordinate and assist in cost/benefit analysis studies, project evaluation and assist in service delivery analysis, recommending effective strategies and monitoring current impacts both short-term and long-term, including labour and staffing impacts.

Provide critical input into service delivery initiatives related to call handling, email response and service integration. Collaborate on cross-departmental teams to provide analysis and support to corporate service delivery initiatives.

Contribute analysis to support responses to issues and queries raised by Council, corporate management and the public.

Monitor and examine emerging service trends in call handling and integration with other service channels that impact the municipal sector.

Work in accordance with the provisions of applicable Health and Safety legislation and all City of Hamilton corporate and departmental policies and procedures related to Occupational Health and Safety.

Performs other duties as assigned, which are directly related to the major responsibilities of the job

QUALIFICATIONS

1. A university degree in business, applied math, information systems or social sciences with developed competence in quantitative methodologies and analysis, performance measurement, statistical analysis, contact centre management or consumer behaviour.
2. Demonstrated 3-5 years of experience in developing strategies for measuring the performance of municipal or government services, including utilizing service delivery research methodologies and generating comprehensive analysis from various data sources to inform confidential recommendations about call handling and email response service delivery and required organizational changes with a view to a corporate service channel strategy.
3. Demonstrated experience and knowledge of contact centre theories laws and principles including, occupancy, service levels, workforce planning, queuing, research and forecasting.
4. Demonstrated experience with the development of tools and processes for managing and optimizing contact centre service delivery and performance.
5. Demonstrated experience in using Customer Relationship Management and Customer Contact Centre analytics to support and develop efficient, effective, citizen centred service delivery strategies.
6. Demonstrated experience with quality monitoring, scoring and coaching for service excellence.
7. Experience with municipal service delivery models, systems, policies and programs; business process analysis, system analysis and data analysis; experience in providing analysis to support business cases with revenue projections and/or cost savings.
8. Strong project management and organizational skills; ability to balance multiple, time-sensitive projects; proven analytical and problem-solving abilities; strong attention to detail, objectivity, accuracy and consistency; excellent computer skills.
9. Able to communicate effectively at all levels of the organization, including verbal, written, listening; ability to prepare reports, training sessions, presentation materials and present technical analysis effectively to non-technical audiences; effective facilitation, communication, presentation, interpersonal and diplomacy skills; ability to maintain confidentiality